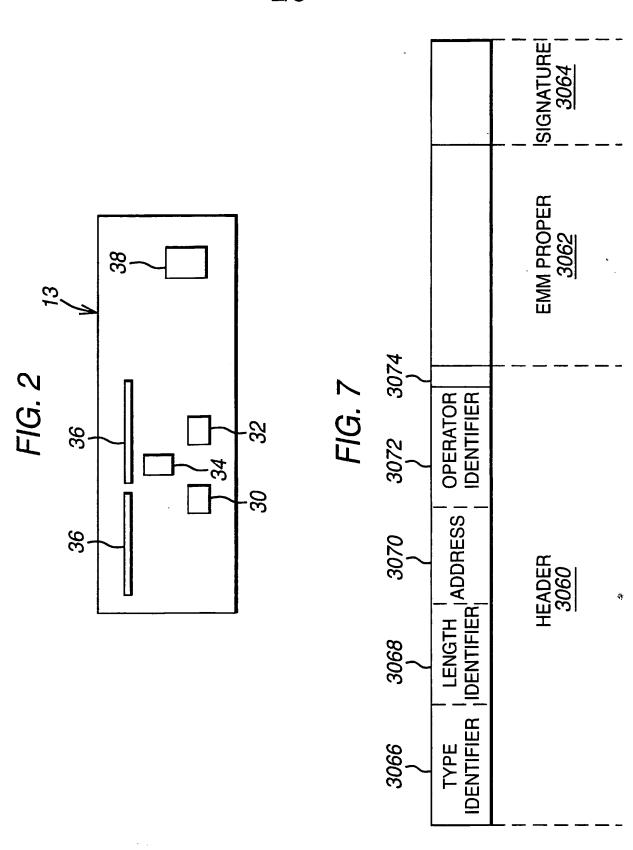


1/5

FIG. 1 9 10 -12 1,3 14 16 15



PCT/IB00/00241

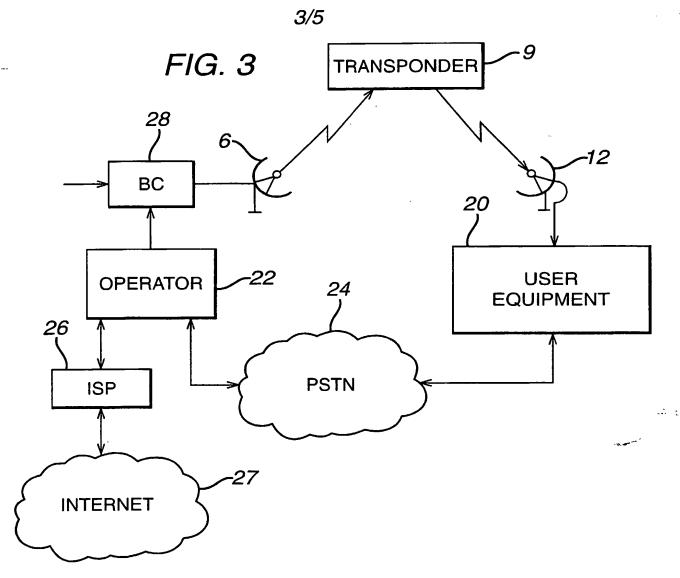
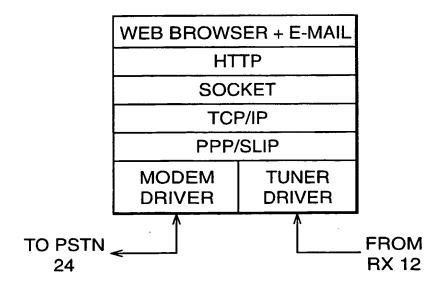
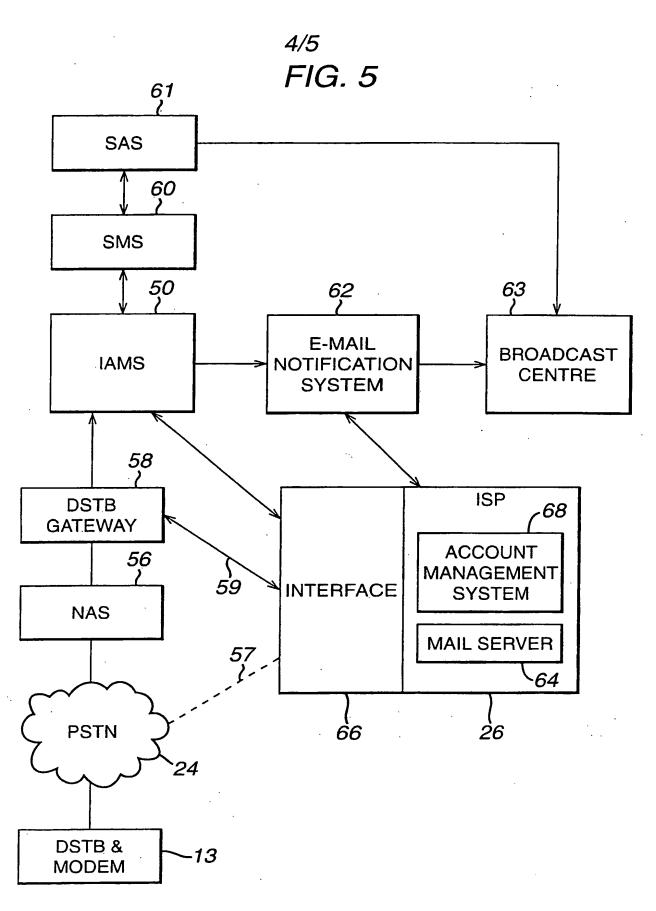


FIG. 4



SUBSTITUTE SHEET (RULE 26)



5/5 (REPLICATE ACCOUNTS REPLICATION SERVICE TO MAIL SERVERS) 82 **ACCOUNTS** MAIL & TV **SMS COMMUNICATION MANAGEMENT**) (TV ACCOUNT INTERFACE 72-IAMS RDBMS FIG. 6 **SUPPORT SERVER** COMMUNICATION **EMAIL NOTIFIER** 84 INTERFACE 9/-80-PROVISIONING SERVER REMINDER SERVER (EVENTS MANAGEMENT) (MAIL ACCOUNT MANAGEMENT) SUBSTITUTE SHEET (RULE 26)